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**From:** Farak, Sonja (DPH)  
**Sent:** Monday, February 13, 2012 1:43 PM  
**To:** Byrne, Eric (DPH)  
**Subject:** RE: Computer issue

Thank you - it worked.

-Sonja

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**From:** Byrne, Eric (DPH)  
**Sent:** Monday, February 13, 2012 1:05 PM  
**To:** Farak, Sonja (DPH)  
**Subject:** RE: Computer issue

It sounds like you are using Outlook Web Access. If so you need to log out, then log back in after selecting the "This is a private computer" option (see below).

That should allow you to open the pdf.

-----Original Message-----

**From:** Farak, Sonja (DPH)  
**Sent:** Monday, February 13, 2012 12:58 PM

To: Byrne, Eric (DPH)  
Subject: RE: Computer issue

Hi Eric-

I've got another problem now. In Outlook, I can only open attachments as web pages. Normally, this isn't a problem as it lets me view Word and Excel files, but it won't let me open pdfs. I have an acceptance letter for a seminar next month that I need to open so I can include it with some TAF paperwork for out of state travel ASAP. Any way you can help? The message that shows up it:

"For security reasons, this attachment may only be viewed as a Web page. It cannot be saved to disk.

The document cannot be opened as a Web page. If the problem continues, contact technical support for your organization."

Thanks.

Sonja Farak  
Amherst Drug Lab  
413-545-2601

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From: Byrne, Eric (DPH)  
Sent: Thursday, February 09, 2012 12:02 PM  
To: Farak, Sonja (DPH)  
Subject: RE: Computer issue

Hi Sonja,

You are using the one that is just "Sfarak". I put a new shortcut on your desktop. Document should go in either the local 'My Documents' folder or the H: drive. Try not to put them right on the root of the C:\ drive.

I'll be out to Amherst next week and can check on things then.

-Eric

-----Original Message-----

From: Farak, Sonja (DPH)  
Sent: Tuesday, February 07, 2012 11:01 AM  
To: Byrne, Eric (DPH)  
Subject: RE: Computer issue

Hi Eric-

I've got another question: what directory under "Documents and Settings" should I be using? The directory I was using is gone, and there are 2 new ones with sfarak in the name. Thanks.

-Sonja

Sonja Farak  
Amherst Drug Lab  
413-545-2601

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From: Byrne, Eric (DPH)

Sent: Wednesday, February 01, 2012 12:14 PM  
To: Farak, Sonja (DPH)  
Subject: RE: Computer issue

Do you have a direct phone number?

-----Original Message-----

From: Farak, Sonja (DPH)  
Sent: Wednesday, February 01, 2012 11:59 AM  
To: Byrne, Eric (DPH)  
Subject: RE: Computer issue

OK, I can log in and seem to have access to all of my files (Word, Excel, etc.), but when I try to get into Outlook, it brings me to the Wizard to set it up. Also, I don't access to the AmherstDrugLab database. And I've lost all of my bookmarks in Explorer, though that isn't the most important thing right now.

-Sonja

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From: Byrne, Eric (DPH)  
Sent: Wednesday, February 01, 2012 9:56 AM  
To: Farak, Sonja (DPH)  
Subject: RE: Computer issue

When you get a chance, restart the PC but don't log back in.  
Send me an email just before you restart the computer and I'll give you a call when you can log back in (should be 10 - 15 minutes).

-----Original Message-----

From: Farak, Sonja (DPH)  
Sent: Wednesday, February 01, 2012 9:26 AM  
To: Byrne, Eric (DPH)  
Subject: RE: Computer issue

DPH-WS-Q236-1

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From: Byrne, Eric (DPH)  
Sent: Wednesday, February 01, 2012 8:20 AM  
To: Farak, Sonja (DPH)  
Subject: RE: Computer issue

Hi Sonja

Can you tell me the IP address or workstation ID (DPH-WS-Qxxx) of the computer that has the problem?

-Eric

-----Original Message-----

From: Farak, Sonja (DPH)  
Sent: Wednesday, February 01, 2012 8:07 AM  
To: Byrne, Eric (DPH)  
Subject: Computer issue

Hi Eric-

I have a computer issue here in the Amherst Drug Lab. At first, when I tried to log on, it told me that it could not load my personal settings, etc. but let me log on without them. In the past, when this has happened, I could hard boot the computer and try logging on again, and most of the time I could without any complications. This morning, however, I tried and was not able to log on with any of my personal settings, so I can't access any of my documents, don't have the

Outlook mail program set up, and do not have access to the AmherstDrugLab database. Any help resolving this matter would be greatly appreciated. Thanks.

-Sonja

Sonja Farak  
Amherst Drug Lab  
413-545-2601